



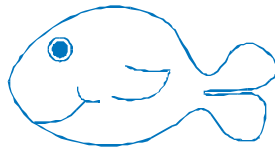
Norfolk Community Services Board

2004 - 2005 Annual Report

Norfolk Community Services Board

248 West Bute Street
Norfolk, Virginia 23510

757-441-5300
www.norfolkcsb.org



The goldfish was selected as the mascot for Norfolk CSB's quest for accreditation of our Opioid Treatment Program by CARF, an international accrediting body. The goldfish appeared in many forms on numerous occasions to help us remain focused on the goal of accreditation.

On the first page is the final goldfish in the series, heralding the fact that treatment does work, that people can stay clean and sober and recover their lives and families, and that the Opioid Treatment Program earned accreditation.

*Can you look at
this group of people . . .*



*. . . and tell who will need our help
in the coming year?*

We can't tell either, yet we know that about 20% of the population will need help in any given year.

Whether it is the baby at risk of developmental delays, the child or teen struggling with life issues, or the adult or grandparent who suffers from addiction or mental disabilities—we treat them all.

But we can't do it without you. Public funds go only so far, and the need is great. If you would like to help us help people develop independent lives and contribute to our community, visit our web site at www.norfolkcsb.org or call us at 441-5300.

A handwritten signature in black ink, reading "George W. Pratt".

George W. Pratt, Ed.D., Executive Director

A handwritten signature in black ink, reading "Arthur S. Kaplan M.D.". The signature is written in a cursive style.

Arthur S. Kaplan, M.D., Chair

Board Members

Arthur S. Kaplan, M.D., Chair
Russell Dougherty Evett, M.D., Vice Chair
Linda Horsey, Ed.D., Secretary
Timothy A. Coyle, Treasurer

Thomas S. Weaver, Immediate Past Chair
Roger L. Frost, C.P.A.
Linda B. McCluney, Ph.D.
John J. O'Keefe, III
Crystal Purnell

Dana Redding
Jacqueline Scott Sharpe
Martha C. Smith
Pamela Wright
Lewis J. Taylor, Ph.D.

Individuals Served

	Fiscal Year 2004	Fiscal Year 2005
Mental Health Services	2,833	2,554
Mental Retardation & Family Development	908	942
Substance Abuse Services	3,163	2,786
Total of Individuals Served (Unduplicated)	6,209	5,637
Prevention and Youth Activities	79,299	103,255

Financial Review

	Fiscal Year 2004	Fiscal Year 2005
Resource Partners		
State	\$ 7,440,832	\$ 7,594,276
Federal	\$ 2,690,132	\$ 2,551,578
Fees	\$ 4,684,244	\$ 4,649,631
City of Norfolk	\$ 2,155,000	\$ 2,262,800
Other Revenues	\$ 1,262,975	\$ 1,115,015
Fiscal Year Operating Revenue	* \$ 18,233,183	* \$ 18,173,300
*Excludes Medicaid Waiver Fees of	\$ 10,137,985	\$ 12,159,526

Expenditures by Category

Mental Health	\$ 6,974,229	\$ 7,810,789
Mental Retardation & Family Development	\$ 2,426,322	\$ 2,291,488
Substance Abuse	\$ 5,363,219	\$ 5,357,203
Administration	\$ 2,480,475	\$ 2,322,912

The financial audit of Norfolk Community Services Board was conducted for the year ended June 30, 2004, by Cherry, Bekaert & Holland. Their Audit Report disclosed no reportable conditions or noncompliance.

The financial audit of Norfolk Community Services Board was conducted for the year ended June 30, 2005, by McGladrey and Pullen. Their Audit Report disclosed no reportable conditions or noncompliance.

Highlights of 2004 - 2005

- **Norfolk residents helped set the future for Norfolk Community Services Board**

(Norfolk CSB) during the next three to five years by participating in a series of community forums. They joined service providers, clients, family members and staff in discussions of the types of services needed by Norfolk's citizens for mental health, mental retardation and family development and substance abuse problems.

- **Our Opioid Treatment Program earned international accreditation by CARF**, an independent international accrediting body which establishes consumer-focused standards that help organizations measure and improve the quality of their programs and services. Accreditation is awarded to organizations which have passed a rigorous peer review process and demonstrated to a team of surveyors that the persons receiving services are benefiting from them. **CARF made no recommendations for improvement of the program, an accomplishment earned by only three percent of applicants.**

- **Thirty-one Norfolk residents spent 4,825 days "out of jail" and in treatment**, thanks to Norfolk Mental Health Court, the first such court in Virginia. This program offers residents suffering from a mental illness the opportunity to accept treatment instead of going to jail when found guilty of a non-violent crime that is more the result of the mental illness than of criminal intent. It is a joint venture among Norfolk CSB, Circuit Court, the Commonwealth Attorney's Office, the Office of the Public Defender, the Sheriff's Department, and the Office of Probation and Parole.

- **2,103 individuals received needed inpatient psychiatric care in nearby psychiatric hospitals** instead of in a State institution. This allowed them to return to their homes more quickly, already linked up to community resources. These individuals required an average hospital of stay of just 5.8 days, compared to 25.5 days for 2,620 clients served at the State Hospital over a period of 48 months (December 1999 through November 2003). The project has improved regional collaboration and aided the planning of future programs to serve citizens. It is part of an 18-month joint venture between nine Community Services Boards in southeastern Virginia.

- **Mental Retardation Services** received 23 Medicaid Waiver Slots, 12 Day Support Slots, and 5 Facility Waiver Slots, which enabled consumers with the most urgent needs to move into safe and appropriate residential settings, engage in day activities and receive other supportive services to assist them in their daily lives.

- **Prevention and Youth Services made 79,299 contacts** during Fiscal Year 2004 and



103,255 contacts during Fiscal Year 2005 through participation in community events such as health fairs and through the activities of Student Assistance Counselors located in ten selected Norfolk Public Schools.

In addition, Substance Abuse and Mental Health treatment services were provided to over 200 youth and their families.

Emergency Services•Infant Development

◆ Norfolk Community Services Board is the City of Norfolk agency

Program•Youth Clinical Services•

that provides public mental health, mental retardation,

Student Assistance Counseling•

family development and substance abuse services to

Family Development Services•

Norfolk residents in need of care.

Homeless Outreach•Mental

◆ In any given year, Norfolk CSB provides prevention

Health Residential Services•

treatment and rehabilitation services to

Supportive Housing•Bertha

thousands of Norfolk residents and their

and Kennon Residences•

families. Through Prevention and Youth Services

Shelter Plus Care•Section 8

activities, Norfolk CSB makes over 90,000

Housing•Supportive Living•

contacts each year with local citizens through

Program of Assertive Community

Student Assistance Counselors located in ten

Treatment•Reinvestment

selected Norfolk Public Schools and participation in

Project•Mental Health Court•

various community events.

Drug Court•Jail Services•Bridges

to Freedom•Freedom Within•

◆ Norfolk CSB offers care to residents of all ages, from
infants to children to teens and young adults and on to

Substance Abuse Outpatient and

individuals in mid-life and their senior years. We offer a wide

Intensive Outpatient Counseling•Medical

array of innovative and effective programs specifically designed

Services Unit•Opioid Treatment Program•

to fit the diverse needs of the people we serve. By reading between

NADA Clinical Trials•HIV and Specialized

these lines, you will see listed here in blue many of those programs.

Supportive Services•Day Treatment

◆ Through careful guardianship of public funds, the efforts of staff

Program•Social Detoxification•Hospitality

who are passionate about their work, dedicated Board Members,

Center•Sheltered/Supported Employment•

and with the help and support of elected officials and private

Child Day Care•SARPOS•Community

citizens, Norfolk CSB is proud to have been able to

Development•Case Management•

make a difference in the lives of Norfolk's residents.



Mental Health
Mental Retardation
Substance Abuse
Infant Development
Prevention and Youth Services